

CONSOLIDATED INFORMATION TECHNOLOGY SERVICES TASK ASSIGNMENT (TA)

1. **TITLE:** (B3) OEOP Web Site Updates

TA No: 156-Rev4
Task Area Monitor: **Alternate Task Area Monitor:**
NASA POC: None **Software Control Class:** Low Control
Type of Task: Recurring Task

2. **BACKGROUND**

None required.

3. **OBJECTIVE**

The Office of Equal Opportunity Programs would like updates to be made to the OEOP web site.

Rev 3 will provide for maintenance of the OEOP Web site.

4. **GENERAL IT SUPPORT SERVICES**

Maintenance of Software Developed By or For LaRC:

Maintenance for this application will be defined by a Service Level Agreement (SLA) defined in the task plan provided by the contractor and approved by the OEOP customer.

General IT Support Services Performance Metrics

Performance Standard: Response to requests for help is given within Four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Appropriate and correct advice is given

Performance Metrics:

Exceeds: "Meets" and customers rate service as very-good to excellent.

Meets: Response to requests for help is given within four hours. Customer requests are tracked and appropriate expert advice is sought when needed. Customers rate service as satisfactory or better.

Fails: Customers rate service as unsatisfactory

Performance Standard: Product quality meets customer expectations.

Performance Metrics:

Exceeds: : Product performance exceeds customer's documented requirements

and expectations. Product provides service to the customer beyond anticipated use requirements. Customer provides written or verbal communication indicating the same.

- Meets: The product performs as documented in the requirements and meets customer needs. Customer is satisfied with product and uses in the manner intended.
- Fails: Product does not perform as documented in the requirements and customer expectations are not met. Customer is not satisfied with product and cannot use in the manner intended.

Performance Standard: Deliverables are made on schedule; and meet project requirements and acceptance criteria.

Performance Metrics:

- Exceeds: All deliveries are made on or ahead of schedule. The system or application meets the TA requirements without exception. No anomalies are found during testing.
- Meets: Any delays in delivery are minor and are made up within the overall schedule. Only minor deficiencies are found that are readily correctable within the development schedule.
- Fails: A delivery is more than 1 week late or overall schedule has slipped by more than 3 weeks. Deficiencies are found that will result in significant delays to correct.

5. SYSTEM AND APPLICATION DEVELOPMENT SERVICES

Project Title: OEOP Web Site Updates

LaRC Software Manager:

Software Software Control Class: Low

Responsibilities of Contractor and LaRC personnel: The contractor shall provide application modification and enhancement services which includes the analysis, design, development, integration, testing, and implementation of changes to the OEOP Web site. NASA will provide testers for System Acceptance Testing and a POC for the prioritization of errors or problems identified during SAT Testing.

Requirements:

1. Remove form to request a sign language interpreter; replace with a paragraph describing the process (provided by the customer electronically) for requesting an interpreter; add an email address link for software manager.
2. Convert copies of 2 policy letters (provided by the customer) to images; post on the Web site.
3. Add 2 links to NASA policies on NODIS to the Web site:
http://nodis-dms.gsfc.nasa.gov/restricted_directives/policy_letters/NM_3713-59_.pdf
http://nodis-dms.gsfc.nasa.gov/restricted_directives/policy_letters/NM_3713-60_.pdf

4. Convert 1 policy guidance document (provided by the customer electronically) to pdf; post on the Web site.
5. Replace the complaint process flowchart with a revised flowchart provided electronically by the customer.
6. Replace the mediation link content on the external OEOP site with revised content provided electronically by the customer.
7. Remove Enette Doswell and Vivian Merritt from the Feedback email distribution list.
8. Replace the Federal Women's Program Committee chart with revised chart provided electronically by the customer.
9. Remove Take Our Daughters to Work link.
10. Replace the OEOP organization chart with a revised chart provided electronically by the customer.
11. Replace the LaRC Annual EEO Status Report with a revised report provided electronically by the customer.
12. Change the name of the Individual with Disabilities link and page title to Individuals with Disabilities and Disabled Veterans Program.
13. Check the 508 compliance status of the OEOP Web site and the documents included in this task and make changes to the OEOP Web pages & documents as needed to support compliance.

Acceptance Criteria:

Correct version of the policy statement is shown when the user clicks on the link.

6. WORK-AREA SPECIFIC SERVICES

None required.

7. Exhibit A

None required.

8. SPECIAL SECURITY REQUIREMENTS

None required.

9. SOFTWARE ENGINEERING PROCESS REQUIREMENTS

None required.

10. JOINT REVIEW SCHEDULE

Requirement reviews, prototyping sessions, testing sessions and status meetings will be scheduled as needed.

11. PERIOD OF PERFORMANCE

This TA is effective from 08/22/05 to 04/27/10

12. TECHNICAL PERFORMANCE RATING

In evaluating Technical Performance, quality and timeliness shall be rated as follows:

Quality: 50% Timeliness: 50%

13. RESPONSE REQUIREMENTS

The Contractor's Task Plan shall address the contractor's specific work plans, associated estimated labor hours, cost and schedule.

14. GOVERNMENT ESTIMATED COST

15. FUNDING INFORMATION

Funding has not been entered for this TA.

16. MILESTONES

None required.

17. DELIVERABLES

None required.

18. FILE ATTACHMENTS

None.